Foreword

A very warm welcome to your study at HKU SPACE.

This on-line Student Handbook for part-time programmes provides the basic information about the School, the key regulations, policies and procedures to which students need to refer during their course of study and the student services and facilities available in the School.

While this Student Handbook contains basic information, you should also refer to the Programme Handbook that is directly related to the academic programme which you are studying. In particular, if you are studying programmes that are offered by the School in collaboration with our partner institutions, these will usually have their own Handbook to which you should refer.

It should be stressed that this Handbook contains information current as of its date of publication. As changes may have taken place since then, you are advised to check directly with the offices concerned regarding any information given.

You are welcome to make suggestions and give feedback on this Handbook for any possible improvements. Please send your comments or suggestions in writing to the Deputy Director (Academic Services).

Dr. John Cribbin
Deputy Director (Academic Services)

Note: This Handbook does not form part of a contract between the student and the School. The School reserves the right to amend the content of the Handbook without prior notice and the final interpretation of the rules and regulations lies with the School.
About HKU SPACE

HKU SPACE is an integral part of the University of Hong Kong and acts as its extension arm. The School is responsible for delivering the lifelong learning mission of the University through the provision of continuing, professional and general interest education programmes to the community. HKU SPACE has been established as a wholly owned, not for profit, University company limited by guarantee. This structure has been adopted because of government funding restrictions on the use of public funds for continuing education. The University must ensure no cross-subsidy of resources takes place.

The School has two principal Boards (the HKU SPACE Board of Directors and the Board for Continuing and Professional Education and Lifelong Learning) through which its overall policy is determined and the University's governance is exercised.

The School offers a wide range of part-time academic programmes in 44 subject groups that are allocated in three Colleges, namely, the College of Business and Finance, the College of Humanities and Law and the College of Life Sciences and Technology, as well as the Division of Chinese Medicine.

Award-bearing programmes and short courses are organized to meet students’ needs in upgrading themselves professionally through continuing education, in offering opportunities for career change, for a second chance opportunity to achieve higher educational qualification or for general interest.

There are also other Centres: for Cyber Learning, for Creative and Performing Arts, for Language Studies, for Logistics and Transport and for Research in Continuing Education and Lifelong Learning.

The School also offers programmes in China mainland. The Institute for China Business is dedicated to developing professional and executive education programmes in mainland China. The Suzhou Global College offers a two-year full-time international programme for mainland students, aiming at overseas top-up degree studies or three-year Dazhuan Diploma programmes. They have their own student handbooks.

In addition, the School has the Community College and the Centre for Degree Programmes through which full-time programmes are offered. The HKU SPACE Po Leung Kuk Community College (HPCC), a collaborative project with the Po Leung Kuk, also offers full-time programmes jointly with the School. They also have their own handbooks relevant for full time students.

Our full time programmes have been developed in response to government policy to expand opportunities for school leavers to pursue post-secondary education through self-financed programmes leading to sub-degree qualifications as well as to degrees offered in partnership with overseas universities in the Centre for Degree Programmes.
Vision, Mission and Values

The HKU SPACE vision, mission and values statements can be found in the School’s Prospectus that is published twice per year. They are also available on the School website at http://hkuspace.hku.hk.
HKU SPACE Student Handbook for Part-time Programmes

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First Edition: January 2014 (revised August 2017)
Student Handbook

Section 1

General Matters
Section 1 General Matters

1.1 Academic Calendar

Broadly speaking, the School follows the traditional University academic year from September to June. The School’s financial year also follows that of the University which runs from 1 July to 30 June each year. In practice, the School has academic programmes starting at different dates throughout the year. Details of these academic programmes can be found in the School Prospectus which is published twice annually, the Spring Prospectus in late December/early January and the Autumn Prospectus in May/June for the following academic year. Within this structure, programmes have many start dates and some programmes have several access points each year when programmes may commence. HKU SPACE works with many overseas University partners and so programme start dates often reflect those partnerships. In particular, many Australian universities have an academic year beginning in February rather than the traditional September/October because of the different seasons and the different hemisphere. Details are also on the School website: http://hkuspace.hku.hk.

The major objective for HKU SPACE is to ensure good access to relevant programmes for students. The variety of start dates and programmes reflects this approach. HKU SPACE does observe the public holidays in Hong Kong in terms of its general office opening hours. However, students may find that for particular programmes, teaching does occur on public holidays because the timing of public holidays in Hong Kong does not always accord with those in the jurisdictions of overseas partners. It is also a fact that teachers from overseas may only be available at holiday times in their own countries. Section 4.2 provides further details on class schedules.

1.2 Academic Awards and the Qualifications Framework

The Qualifications Framework (QF), introduced in 2008, is a system set up by the Government to rationalise and recognise academic and vocational qualifications. The QF consists of seven academic levels covering qualifications that range from certificates to doctorates. The Qualifications Register (QR) is a centralised online database which contains all qualifications that have been quality assured under the QF. Vast majority of part-time award-bearing programmes offered by the three colleges of HKU SPACE in this Prospectus are on the QR. The validity period for programmes at all levels is on-going. For details of the QR and QF, please visit the respective websites: www.hkqr.gov.hk and www.hkqf.gov.hk.

For details of QR and QF, please visit the respective websites: www.hkqr.gov.hk and www.hkqf.gov.hk.
The Hong Kong Government introduced the Award Titles Scheme (ATS) on 24 October 2012 to simplify and standardize the use of titles for qualifications recognized under the Qualifications Framework (QF). ATS covers qualifications at all QF Levels (ie. Levels 1 to 7) in the academic, vocational and continuing education sectors. Appended below is the table indicating the Award Titles Permitted for Each Level.

### Award Titles Permitted for Each Level

<table>
<thead>
<tr>
<th>7</th>
<th>6</th>
<th>5</th>
<th>4</th>
<th>3</th>
<th>2</th>
<th>1</th>
</tr>
</thead>
<tbody>
<tr>
<td>Doctor</td>
<td>Master</td>
<td>Bachelor</td>
<td>Associate</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>博士</td>
<td>碩士</td>
<td>學士</td>
<td>副學士</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Foundation Certificate 基礎證書</td>
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</table>

### Academic credits

The Government requires a Diploma to have 60 credits or more with no minimum credit requirement for a Certificate programme. The School maintains its existing practice of requiring a Diploma and a Certificate to have 60 and 30 credits respectively.

As a result, HKU SPACE programmes previously carrying award titles not aligned with the ATS have been all retitled in order to comply with the Government requirements.
In addition, the Government also introduced operational guidelines on Use of Credit. It is compulsory that all Level 4 and below programmes must report credits on the QR. New programmes must conform by 1 January 2014 while existing programmes already on the QR must follow suit by 1 January 2016. The School opted for early compliance and all existing programmes of HKU SPACE at Level 4 and below on the QR were aligned by 1 July 2015.

The School offers other programme awards that are not part of the QF. The level of these programmes may vary but they are generally benchmarked at Level 4 or above.

<table>
<thead>
<tr>
<th>Other Programme Awards</th>
<th>Programme Awards (Chinese)</th>
</tr>
</thead>
<tbody>
<tr>
<td>CPD Diploma</td>
<td>專業進修文憑</td>
</tr>
<tr>
<td>CPD Certificate</td>
<td>專業進修證書</td>
</tr>
<tr>
<td>CME Diploma</td>
<td>中醫師專業進修文憑</td>
</tr>
<tr>
<td>CME Certificate</td>
<td>中醫師專業進修證書</td>
</tr>
<tr>
<td>Senior Executive Diploma</td>
<td>資深行政人員文憑</td>
</tr>
<tr>
<td>Senior Executive Certificate</td>
<td>資深行政人員證書</td>
</tr>
<tr>
<td>Executive Diploma</td>
<td>行政人員文憑</td>
</tr>
<tr>
<td>Executive Certificate</td>
<td>行政人員證書</td>
</tr>
</tbody>
</table>

Please note, however, that the levels of these programmes may vary from the general typology above. In general, students should expect that a programme would be defined in terms of level and credits and title so as to position it exactly in terms of the Qualifications Framework and Qualifications Register.

Other than programmes with QF, the School also offers other programme certifications, as below for non-award bearing programmes:

<table>
<thead>
<tr>
<th>Programme Certification</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>English</td>
<td>Chinese</td>
</tr>
<tr>
<td>Certificate of Attainment</td>
<td>修業證書</td>
</tr>
<tr>
<td>Statement of Achievement</td>
<td>結業證明書</td>
</tr>
<tr>
<td>Statement of Attendance</td>
<td>修讀證明書</td>
</tr>
</tbody>
</table>
1.3 Authentication of HKU SPACE information

HKU SPACE programmes are generally publicized in its own publications, including the Prospectus and programme brochures bearing the official logo of HKU SPACE. HKU SPACE also promotes its programmes in printed media or via web channels from time to time. The official logo will be present in all cases. Where web channels are concerned, the programme information will always refer back to the HKU SPACE website (http://hkuspace.hku.hk). Payment of tuition fees will always be made to ‘HKU SPACE’.

If prospective students encounter a third party purporting to act on behalf of HKU SPACE, or in case of doubt, students can contact the School for verification. Students can contact respective programme teams or the general enquiry service at enquiry@hkuspace.hku.hk.
Student Handbook

Section 2

Application and Registration
Section 2 Application and Registration

2.1 Application and Registration

1. Admission for general and short courses is normally made on a first-come-first-served basis and a selection process is generally not required. Students may apply on-line or complete an application form, SF26; which is available in all learning centres. Alternatively they can download the form from the School website. Students may assume that their applications have been accepted, and should attend the course as scheduled, unless they hear from the School before the course starts.

2. For award-bearing programmes, however, an application to a programme with selective admission does not guarantee admission even if the applicant fulfills the entrance requirements. Admission will be confirmed when an offer is made to the student for enrolment.

3. On admission to the School, students must complete the following enrolment procedures:
   i) Show their HKID cards for checking over the enrolment counter or submit a copy of personal identification if requested by programme team
   ii) Complete the enrolment form (if different from the application for enrolment form);
   iii) Pay the tuition fee according to the payment instructions from Programme Teams as acceptance of the offer of admission;
   iv) Submit a recent passport size photograph for production of a Lifelong Learner Card if not submitted during application stage (further details in Section 2.2)

4. New students are required to provide their personal particulars in the enrolment form to complete their records with the School. Once a student is enrolled to HKU SPACE, a unique student number will be assigned to them. Past or current students do not have to provide full details of their personal information upon re-registering unless these have changed.

Students are normally allowed to study and complete a programme within a specified period. Notwithstanding the stated maximum registration period for a student on a programme, the re-registration and re-admission to the remaining modules of a programme will be subject to the programme being offered by the School.

5. Re-registration will be required for programmes:
   i) that last for more than an academic year;
   ii) if payments for the programmes are made by instalments; or
   iii) if programmes are enrolled on a modular basis.
Students will receive notice of continuing enrolment from programme teams. Should students wish to enrol they are required to register and make appropriate fee payments with the completed HKU SPACE Enrolment / Payment Slip before the prescribed deadline. A small number of programmes may use other forms for continuing enrolment.

2.2 Lifelong Learner Cards

In order to facilitate student identification, to strengthen their sense of belonging and to develop a long-term relationship with the School, HKU SPACE Lifelong Learner Cards are issued to all registered students as well as alumni, (please see Section 13 on HKU SPACE Alumni). There is no expiry date on this Card as the School recognises that lifelong learners may return to active learning at any time and use the Card as a personal identifier in class or for re-registration.

The Card serves a dual purpose as a student card and an alumni membership card. It is an important identification document and it must be carried at all times during student activities and in the school’s centres. Students are required to submit a recent passport colour photo for processing the Lifelong Learner Card upon admission.

Students are advised to retain the card after completion of programmes. They will be required to present their Lifelong Learner Card for updating their student records when they re-register with the School as a student.

Please note that at some centres the building management may request students to produce their cards before they are allowed into the premises. If the Card is lost or damaged, students are required to report the loss to HKU SPACE. To apply for a replacement card, students should return the completed “Application for Replacement of Lifelong Learner Card” form (SF22B) with a non-refundable replacement fee of HK$50 and the damaged card, if applicable, to any HKU SPACE Enrolment Counter.

The Lifelong Learner Card is the property of HKU SPACE and is not transferable. Misuse or falsification of the Card constitutes a serious offence, and is subject to disciplinary and/or legal action.

The set of numeric characters under the barcode is the student number of the cardholder. This is for reference.

HKU SPACE students are entitled to a 10% discount at the HKU SPACE Chinese Medicine Clinics and Pharmacies and HKU SPACE Dietetic Clinic for Teaching and Research upon presentation of their Lifelong Learner Card. These discount offers may change from time to time.

2.3 Double Registration

There is no restriction by HKU SPACE on students being concurrently registered on more than one programme, either within or outside HKU SPACE. Students,
however, should be advised to check with the other institutions (and the partner institutions if they are enrolled in programmes offered in partnership with HKU SPACE) on their policies before proceeding as some institutions do impose restrictions. Students should also evaluate their time and the commitment they can afford before registering for more than one programme to ensure they can complete a heavier workload.

2.4 Visas for Non-local Students

All non-local applicants applying from overseas or those residing in Hong Kong currently but who do not have a permanent Hong Kong identity card are required to obtain a student visa issued by the Immigration Department of the HKSAR Government to study in Hong Kong. It is the responsibility of the individual applicant to make appropriate visa arrangements. Holding an acceptance letter to a HKU SPACE academic programme/course does not guarantee the issue of a student visa. Non-local applicants are invited to refer to the Application Procedures for a Student Visa to Hong Kong at Appendix A.

Should a non-local applicant who has been admitted to an academic programme/course fail to obtain a student visa and therefore could not pursue studies at HKU SPACE, a full refund would be made of the paid tuition fees but not the application fee.

2.5 Deferment of Study

Students may apply for deferment of study if they have a genuine need to do so. For programmes in collaboration with overseas partners, the deferment of study will be considered by the partner institutions. As for the part-time programmes in the School, students have to apply in writing to individual Programme Leader for approval. The latter will consider the deferment based on the programme duration and the frequency of launching the programme.
Student Handbook

Section 3

Student Records
Section 3             Student Records

3.1 Collection of Personal Data

Personal data provided by students in their applications at the time of enrolment will be used for setting up their student records. All personal data provided at registration will be kept confidential and only be used for necessary purposes such as future admission, registration, academic, administrative, alumni management, research, statistical and marketing purposes (please refer to Section 3.4 and Appendix B, HKU SPACE Data Privacy Statement). For programmes offered in partnership, the partner institution may hold and use student data according to the jurisdiction of that country.

3.2 Change of Personal Particulars

It is important for the School to keep the most up-to-date personal data of its students for registration, communication, certification and other administrative purposes. Students and graduates should notify the School in writing of any changes in personal particulars after registration (e.g. change of address, telephone number, etc.). Requests on change of name, HKID number, date of birth, place of birth, nationality or gender must be supported by legal documentary evidence. The School will not consider any application for these changes unless the application is supported by legal documentary evidence.

The School must assume that the correct name of the student concerned is the one recorded at the time of his or her admission, which should be the same as that appears on the Hong Kong Identity Card or Passport unless it is informed about any changes on personal particulars during the course of study of its students.

Students can obtain a copy of the ‘Application Form for Personal Data Amendment’ at any of our Learning Centres or from the School website. Alternatively, students can also update their correspondence addresses, phone numbers and personal email addresses via the Learner Portal (please refer to Section 10.2.3).

3.3 Programme Transfer / Withdrawal

Once enrolled, the student may not change to another programme without approval from HKU SPACE. Students who wish to change their programmes after enrolment must apply in writing to their Programme Leader as early as possible and before the semester begins. Applications will be considered on a case-by-case basis. An administrative fee of $120 will be levied on approved transfers. Similarly, students who wish to withdraw from their studies must notify the Programme Leader in writing. Students should note that they are liable to pay the relevant tuition fee for the period despite their withdrawal from studies at any time during the academic year. Withdrawal from study does not remove the need to settle any outstanding financial payments or financial obligations.
3.4 Personal Data (Privacy) Ordinance

HKU SPACE respects personal data and is committed to full implementation and compliance with the data protection principles and all relevant provisions of the Hong Kong Personal Data (Privacy) Ordinance. In doing so, we will ensure that staff involved in handling personal data comply with the strictest standards of security and confidentiality. Please refer to Appendix B for the full statement of the HKU SPACE Data Privacy Policy.

Under the provisions of the Ordinance, a student being a data subject has the right to access and to apply for correction of the data, if deemed incorrect. Students may submit a request by using a Request Form issued by the Privacy Commissioner. Please write to the School to obtain the Form. A fee will be charged for data access requests. Enquiries should be directed in writing to the Data Protection Officer of the School, i.e. Dr John Cribbin, the Deputy Director (Academic Services) at privacy@hkuspace.hku.hk
Student Handbook

Section 4

General Information on
Programme and Class Administration
Section 4   General Information on Programme and Class Administration

4.1 Programme Information

For all award-bearing programmes in the School, information pertaining to programmes offered will be provided to students separately in the Programme Handbooks at the start of the programme. Students may refer to details of the programme such as duration, curriculum, attendance requirements, assignment and assessment in the Programme Handbooks.

For non-award bearing programmes, where Programme Handbooks are not provided, the guidelines in this Handbook will prevail in general unless otherwise stated.

Students should contact the Programme Teams directly for programme-specific enquiries.

4.2 Class Schedules

1. Where feasible, details of teachers, start date and teaching venue of a programme are advertised in the Prospectus / School Website otherwise refer to programme handbook or contact the Programme Leader. Every effort is made to ensure that programmes are delivered in accordance with the information advertised. However, the School reserves the right to make changes if necessary and students will be duly informed of these changes.

2. If information on the teaching venue is not yet known within three days from the start date of the programme, please check with the relevant programme staff.

3. Unless special arrangements are made, there are no classes on:
   - All public holidays and Mid-Autumn Festival (evening);
   - Christmas Eve, New Year’s Eve (afternoon and evening), Lunar New Year’s Eve (afternoon and evening).

4. In cases of unexpected circumstances in class administration such as cancellation of classes, the School will send urgent messages via SMS, and supplement by other means such as email (if the need arises), to students for their immediate attention. Students with genuine difficulty in receiving urgent messages by SMS (and emails if there is the need) should contact the programme teams for separate arrangements before the commencement of the programme.

4.3 Medium of Instruction

Unless stated otherwise, programmes will be conducted in the language specified in the Prospectus. Some programmes will be conducted in English supplemented by Chinese, or in Chinese supplemented by English. Generally speaking programmes at QF level 4 and above will be in English unless otherwise indicated. The language of the assessment, where it is not specified, will be the language published in the
Prospectus/Programme Handbook. Please consult the programme staff if you have any doubts.

4.4 Special Weather Arrangements

The following arrangement is applicable to all HKU SPACE programmes except those in its Community College, the HKU SPACE Po Leung Kuk Community College and the Applied Learning Courses.

For classes and examinations that have not yet started:

- If Tropical Cyclone Signal No. 8 or above or Black Rainstorm Warning is in force during the following time periods, or
- When an announcement is made by the Hong Kong Observatory that the Tropical Cyclone Signal No. 8 or above is likely to be issued during the following time periods, classes / examinations will be cancelled as indicated

<table>
<thead>
<tr>
<th>Time Periods</th>
<th>Classes / examinations that start before 2:00pm will be cancelled.</th>
</tr>
</thead>
<tbody>
<tr>
<td>6:00am - 10:59am</td>
<td>Classes / examinations that start before 2:00pm will be cancelled.</td>
</tr>
<tr>
<td>11:00am - 2:59pm</td>
<td>Classes / examinations that start between 2:00pm and 6:00pm will be cancelled.</td>
</tr>
<tr>
<td>3:00pm and onwards</td>
<td>Classes / examinations that start from 6:00pm will be cancelled.</td>
</tr>
</tbody>
</table>

For classes and examinations that have already started:

<table>
<thead>
<tr>
<th>Time Periods</th>
<th>Classes</th>
<th>Examinations</th>
</tr>
</thead>
<tbody>
<tr>
<td>When the Tropical Cyclone Signal No. 8 or above is in force</td>
<td>Immediately suspended</td>
<td>Continue until the end of that examination session unless otherwise announced by the School#</td>
</tr>
<tr>
<td>When an announcement is made by the Hong Kong Observatory that the Tropical Cyclone Signal No. 8 or above is likely to be issued within the next two hours</td>
<td>Continue until Tropical Cyclone Signal No. 8 is officially issued, then classes will be suspended immediately */#</td>
<td>Continue until the end of that examination session unless otherwise announced by the School */#</td>
</tr>
<tr>
<td>When Black Rainstorm Signal is in force</td>
<td>Continue#</td>
<td>Continue#</td>
</tr>
</tbody>
</table>

*It will be at the discretion of students, particularly those living in outlying islands or remote areas, to leave earlier

# all outdoor activities will be suspended
4.5 **Student Identity**

1. The Lifelong Learner Card serves as the student identification document and students should take it to the class they attend. The alternative would be a valid programme fee receipt. Unless the students have a Lifelong Learner Card or a valid receipt with a proof of your identity, they may not be admitted to a class. If necessary, they may be asked to show their Hong Kong Identity Card.

2. For security reasons, students may be required to show their Hong Kong Identity Card to access some commercial buildings after regular office hours where the School has learning centres.
Student Handbook

Section 5

Assessment and Examinations
Section 5 Assessment

5.1 Outcome-based Learning

Higher education worldwide is increasingly adopting the Intended Learning Outcomes (ILO) based approach to the design, delivery and assessment of programmes and courses offered. In simple terms, outcome-based learning is a systematic method that monitors how well the students learn what they are supposed to learn in the programme.

The Hong Kong government implemented the Qualifications Framework (QF) in May 2008. The QF is itself underpinned by a set of generic learning descriptors based on the use of learning outcomes. Learning Outcomes have therefore become an important part of our overall approach to how we design, deliver and assess our programmes and courses.

Starting from 1 July 2012 onwards, students completing part-time programmes in HKU SPACE are asked to self-assess in the “Learning Experience Survey” to what extent if the programme(s) they have studied help them achieve the ILOs.

5.2 Forms of Assessment

Students will be assessed and examined according to the regulations of the programmes they have enrolled in which may vary according to their aims and objectives. An assessment task may be conducted through various forms, such as examination, assignment, essay, project, test, oral presentation, portfolio, learning log etc. and can be completed as individual tasks or as group work. Students are required to complete all the coursework and satisfy the examiners in ALL components of assessments in a programme as specified in the programme assessment regulations, unless prior approvals for exemptions have been sought before the term starts. Assessment shall generally be completed in a language that follows the medium of instruction of that module / programme, or as otherwise specified in the programme handbook which contains the assessment regulations of the programme.

5.3 Importance of Academic Integrity

Students should be aware that acts of plagiarism, collusion and other forms of breaches of academic integrity are serious academic offences. Zero tolerance is allowed and sanctions will be imposed if cases are proved. Students are required to familiarise themselves with the context of such offences and avoid committing such offences, irrespective of whether this is with or without intention (please refer to Section 7 for more details).

5.4 Submission of Assignments

Students should submit their coursework assignments before the set deadline.
Failure to submit coursework assessments on time may result in grade deduction or even a zero mark for an assignment.

Depending on the requirement of individual programmes, collection boxes are placed near the following Service Counters to provide student assignment collection service:

- HKU SPACE Headquarters, T. T. Tsui Building, 3/F
- Admiralty Learning Centre, 3/F
- Fortress Tower Learning Centre, 14/F
- HKU SPACE Po Leung Kuk Community College (HPCC) Campus, 1/F
- Island East Campus, 2/F
- Kowloon East Campus, 1/F
- Kowloon West Campus, G/F
- United Learning Centre, 6/F

5.5 Examinations

Students may not be permitted to attempt an examination unless they have registered on a particular module / programme and achieved the minimum attendance requirements specified by the programme.

5.5.1 Arrangement and Conduct at Examinations

Students are advised to read the Notice to Students Sitting Examinations at Appendix C. For arrangements of examination during special weather, please refer to Section 4.4. Students must strictly observe and follow these regulations and guidelines. Violation of any regulations will be subject to disciplinary action by the School (please also refer to Section 7).

If students think that their performance may have been affected by any justifiable grounds during the course of the examination, they should write not later than 14 days after the examination, to the Programme Leader, who shall direct the case to the Board of Examiners for consideration.

5.5.2 Board of Examiners

Each award-bearing programme at QF Level 2 or above has a Board of Examiners which will ensure that:

i) students are treated with consistency and fairness and

ii) the assessment process is smooth and correct with standards maintained.

A student whose performance at examination or coursework or other forms of assessment as may be held from time to time is unsatisfactory, or in the case of a higher degree student whose progress is unsatisfactory, may be required by the Board to

(a) discontinue his or her studies; or
(b) repeat any part of his or her programme before being admitted to examination or before being allowed to present his thesis or dissertation; or
(c) re-present himself or herself for examination without repeating any part of his or her programme.

5.5.3 Absence from Examinations

Students who are unable to attend for any paper in an examination must write to the Programme Leader within 7 days of the examination date and support the absence with relevant documentary evidence, for example, medical certificates. The Programme Leader shall direct the application for absence from examinations to the Board of Examiners or comparable committees. Consideration may be given on a case-by-case basis in relation to the assessment, for example, by means of a supplementary examination. The actual grade will be awarded to the students taking supplementary examination. They should, however, understand that it may not always be feasible to arrange a supplementary examination.

5.6 Grading System and Notification of Academic Results

The final grades as approved by the Board of Examiners will be released to every registered student no later than 3 months after the examination. In no circumstances will results be released via telephone.

The School classifies its grading for assessment of non-degree programmes according to the following table which relates assessment to the outcomes achieved:

<table>
<thead>
<tr>
<th>Grade</th>
<th>Grade Point</th>
<th>Grade Definition</th>
<th>Grade Descriptors</th>
</tr>
</thead>
<tbody>
<tr>
<td>A+</td>
<td>4.30</td>
<td>Excellent</td>
<td>Work that demonstrates a superior understanding of the subject matter, being able to develop in-depth solutions to related problems, and with evidence of an extensive knowledge base, original thinking, the capacity to make critical evaluations, and very good organization and presentation.</td>
</tr>
<tr>
<td>A</td>
<td>4.00</td>
<td></td>
<td></td>
</tr>
<tr>
<td>A-</td>
<td>3.70</td>
<td></td>
<td></td>
</tr>
<tr>
<td>B+</td>
<td>3.30</td>
<td>Good</td>
<td>Work that demonstrates a good understanding of the subject matter, being able to develop solutions to related problems, and with evidence of critical capacity and accuracy, analytical ability, a reasonable understanding of issues and clear organization and presentation.</td>
</tr>
<tr>
<td>B</td>
<td>3.00</td>
<td></td>
<td></td>
</tr>
<tr>
<td>B-</td>
<td>2.70</td>
<td></td>
<td></td>
</tr>
<tr>
<td>C+</td>
<td>2.30</td>
<td>Satisfactory</td>
<td>Work that demonstrates a sufficient understanding of the subject matter, being able to develop rudimentary solutions to related problems and with evidence of some attempts at analytical thinking, and average presentation and accuracy.</td>
</tr>
<tr>
<td>C</td>
<td>2.00</td>
<td></td>
<td></td>
</tr>
<tr>
<td>C-</td>
<td>1.70</td>
<td></td>
<td></td>
</tr>
<tr>
<td>D+</td>
<td>1.30</td>
<td>Pass</td>
<td>Work that demonstrates a basic familiarity with the subject matter, and with evidence of marginal accuracy, acceptable presentation and organization.</td>
</tr>
<tr>
<td>D</td>
<td>1.00</td>
<td></td>
<td></td>
</tr>
<tr>
<td>F</td>
<td>0.00</td>
<td>Fail</td>
<td>Work showing little evidence of familiarity with the subject matter, with poor accuracy, presentation and/or organization.</td>
</tr>
</tbody>
</table>

If the programme in which a student enrolled adopts a different classification scheme, the grading scheme will be communicated to students in the Programme Handbook.
5.7 Requests for Checking of Examination Results

The School regulation is, in accordance with University policy, that there is no appeal against examination results. Nevertheless, when student queries on their results are received, Programme Staff will check, on request, to ensure that there are no “mechanical” errors, i.e. that the arithmetic is correct, that all pages have been marked, etc. Any student request for checking must be made within one month of publication of results and a charge (currently HK$200) will be imposed. This will be refunded if a change is made in the final grade to rectify an error identified in the re-checking, otherwise the fee is non-refundable. The student will be informed of the result of the check within three weeks of the request.

5.8 Consequence of Examination Failure

Students who fail examinations may be required to sit re-examinations or to discontinue from a programme.

1. If a student is granted a re-examination, the grade that he or she would obtain should not be subject to a maximum grade restriction.

2. The Boards of Examiners or the comparable committees, in accordance with the programme regulations, may recommend a student to be discontinued from his or her studies.

3. In cases where a student is recommended for discontinuation or liable for discontinuation under the programme regulations, the student concerned has the right to a review the circumstances in which case there will be a hearing by the Disciplinary and Appeals Committee (please also refer to Section 8.4 and the terms of reference of the Committee at Appendix D). The student shall be so informed in writing and be provided with a statement of the reasons thereof. He or she shall be invited to submit in writing to the Programme Leader any non-academic reasons which he or she considers relevant to the issue of his or her discontinuation. He or she shall be invited to appear before the Disciplinary and Appeals Committee, and may, if the Committee so desires, be required to appear.

4. The decision of the Disciplinary and Appeals Committee shall be final and be communicated as soon as possible to the student and to the Academic Committee or the comparable committees concerned.
Student Handbook

Section 6

Graduation Requirements and
Issuance of Related Certification Documents
Section 6  Graduation Requirements and Issuance of Related Certification Documents

6.1  Graduation Requirements

Each programme has its own graduation requirements. Students are required to fulfill such requirements in order to be qualified for the award to which the programme they enrolled would finally lead. It is important that students read carefully the graduation requirements in the programme handbooks and plan their study accordingly.

For programmes leading to awards within the HKU System through HKU SPACE, the awards are classified into three classes: Distinction, Merit and Pass. The overall assessment performance of the students will determine their final awards, which are approved by the Board of Examiners.

6.2  Transcripts

Students may request for a transcript after completion of a programme carrying a formal award. The application fee for each copy is HK$50. Please approach relevant programme staff.

For programmes offered in conjunction with partner institutions and when the partner institution is the awarding body, transcripts will normally be issued by the partners which may take a longer time to process.

6.3  Certificates and Replacement of Certificates

Certificates will be issued to students who have fulfilled the graduation requirements of a programme. For programmes awarded within the HKU system through HKU SPACE, the School will be responsible for issuing the certificates. For programmes offered in conjunction with partner institutions and when the partner institution is the awarding body, certificates will be issued by the partners which may take a longer time to process.

The School Academic Award Certificate is a unique document. In accordance with University policy and under normal circumstances, no duplicate will be issued. In case of loss of or damage to an original certificate, or when there is a legal name change of the student, please refer to the “Regulations Governing the issue of Replacement Award Certificates” obtainable from any HKU SPACE Learning Centre for the relevant procedures in details or the document can be found at Appendix E. The replacement fee is HK$700 for each certificate.
6.4 Statements of Attendance / Achievement

1. If a programme does not carry a formal academic award, the School will issue a Statement of Attendance to participants achieving at least 70% class attendance within three months after the end of the programme.

2. A Statement of Achievement will be issued to a participant who has completed a non-award bearing programme with an assessment component and achieved a passing grade.

3. A replacement copy of the Statement of Attendance/Achievement can be issued upon request. An applicant should send a stamped self-addressed envelope and a crossed cheque of HK$30 made payable to 'HKU SPACE’ to the School. The School is not responsible for any lost correspondence in the post.
Student Handbook

Section 7

Academic Integrity
Section 7 Academic Integrity

Academic integrity is a core value in higher education. As the extension arm of the University in delivering continuing education, the School expects its students to complete all their work in fulfilling the academic requirements of the curriculum with the utmost academic integrity. There are two essential concepts that students need to be aware of and that they should never commit acts in breach of: copyright and plagiarism.

The School adopts the University of Hong Kong’s policy and practice for handling plagiarism and copyright infringement. Students do need to be aware of the regulations and rules concerning copyright and plagiarism. This section therefore contains the policies and advice from the University on copyright and on plagiarism as an academic offence in examinations or assignments.

7.1 Copyright

The purpose of copyright is to protect the rights of authors, artists, musicians etc. who produce work in a written, electronic or other format that is made available publicly. Copyright also extends to the lectures and the teaching notes given to students. In the case of HKU SPACE where the School is the body which commissions the lecture and teaching materials then the School claims the copyright in them. Students are free to use these materials for their own study but not to copy for others and likewise students may not use these materials or extracts from books in their own work unless they clearly acknowledge its use and reference it accordingly.

Course materials supplied to students by HKU SPACE and information given through lectures are for private study purposes only. The copyright of all these material belongs to HKU SPACE.

Selected sections on information on Facts You should Know about the Copyright Ordinance from the University is attached in Appendix F.

The University’s policy on Intellectual Property Rights, of which copyright is a part, can be found in Appendix G.

7.2 Plagiarism

Plagiarism is a serious academic disciplinary offence. A student shall not engage in plagiarism in any other form of work submitted for assessment of HKU SPACE programmes. All work presented for assessment which is not the student’s own must be explicitly acknowledged at the time of submission. A student who infringes plagiarism is subject to disciplinary action taken by the School.

Below is a brief explanation on plagiarism extracted from the Undergraduate Student Handbook (for part-time first-degree students) of the University:
“The ordinary meaning of plagiarism is stated by the *Oxford English Dictionary* as:

"...to take and use as one's own, the thoughts, writing or inventions of another."

In terms of how this affects you as a student, plagiarism is defined in the University's Regulations Governing Conduct at Examinations as:

"...the unacknowledged use, as one's own, of work of another person, whether or not such work has been published."

The University has published a booklet entitled “What is Plagiarism?” which is available at [http://www.hku.hk/plagiarism](http://www.hku.hk/plagiarism). A booklet entitled "*Plagiarism and How to Avoid It*" by David Gardner is also available from the Main Library.

In simple terms, the booklet explains that plagiarism is copying the work of another person without proper acknowledgement. There are two parts in the definition: *copying* and *the absence of proper acknowledgement*. As a result, it gives an impression to an ordinary reader that the work is the original work of the author when in fact it was copied from some others’ work. Copying does not necessarily only mean copying word for word. Closely paraphrasing or substantial copying with minor modifications (such as changing grammar, adding a few words or reversing active/passive voices) is still copying for this purpose. It does not matter what the nature of the source is: it may be a book, an article, lecture notes or simply an assignment of another student, or in electronic form such as a website, an audio-visual production or other non-textual material, to name but a few. It does not matter whether the source has been published or not. Plagiarism covers any form of work submitted for assessment, including theses, dissertations, take home examinations, assignments, projects and other forms of coursework.”

In other words, it is important that there is proper referencing if your submitted work is based on the idea of another person’s work.

### 7.2.1 Self-plagiarism

Students should also be aware that it is not an acceptable practice to re-submit their own work for a previously submitted assignment to meet the requirement of another assignment, which is regarded as ‘self-plagiarism’. If a student plans to expand the scope of a previously submitted piece of work, there shall be proper acknowledgement of the previous work.

### 7.2.2 Consequences of Plagiarism

Ignorance is no defense in cases where students are found to have committed the offence. Generally speaking, the School imposes an automatic penalty where plagiarism is discovered. This is to grant a fail mark for the piece of assessed work / examination and to place a warning in the student file. The work/examination will have to be repeated. A second offence would lead to discontinuation.
7.2.3 Turnitin

With effect from September 2011, the School has subscribed to Turnitin, jointly with the University via the Library. It is School policy that Turnitin should be available to teachers as a quality assurance tool.

Turnitin is a software system service which performs originality checking on students’ work to ensure proper citation and avoid potential plagiarism. Once a paper is submitted to Turnitin, the software will compare it with documents in a continuously updated database consisting of current and archived webpages, millions of student papers worldwide, and collections of newspapers, magazines, scholarly journals, e-Books and e-Texts. A report will be generated comparing the essay submitted by the student with the documents stored in the Turnitin database. In this way, it will facilitate the marking of the student’s work based on its originality.

Turnitin will cover all students enrolled in award-bearing programmes. In general programmes at QF level 4 or above would be more likely to use the software but the School also encourages programmes at QF level 3 or below to adopt Turnitin if the teachers of the programmes feel appropriate.

7.3 Other Forms of Infringement

The following are non-exhaustive examples regarded as acts of academic dishonesty and would be subject to disciplinary penalty (refer to Section 8.3): i) Violation of programme or examination regulations; ii) Unauthorised materials found at an examination, whether or not the student involved has attempted to use them; iii) Attempted act or act to copy from or communicate with another student in an examination; iv) Collusion in coursework assignments; v) Use of fabricated data in research projects; vi) Obtaining or seeking to obtain unauthorised access to question papers or other assessment materials.
Student Handbook

Section 8

Disciplinary Matters
Section 8  Disciplinary Matters

8.1 General Expectation of Student Behaviour

Students should note that while their views will be taken into account, the School, in order to maintain academic integrity, reserves the final right of decision in academic matters, particularly in terms of the curriculum, assessment and the management of teaching arrangements. The School also has expectations of student behaviour in its learning centres, such that students will act in a respectful and courteous manner in observing the School’s regulations. The School reserves the right to penalise students who engage in activities that may cause harm to the School, its staff, other students or members of the public. By accepting the offer of admission to the School’s programmes, students also accept that they will abide by the School’s rules and regulations and its disciplinary procedures.

8.1.1 Classroom Conduct

- Unauthorised reservation of seats is not permitted.
- Eating or drinking is not allowed.
- All mobile phones and pagers are to be turned off.
- Smoking is prohibited in all HKU SPACE Learning Centres and the University campus.
- No video / audio recording is allowed, except with the permission of the Programme Director / Manager, and subject to any conditions stipulated when such permission is granted.
- Personal belongings should not be left unattended.

8.1.2 Discretion and Disciplines

- The School has discretion over admission of students to any of its programmes.
- A teacher may exclude from a class any student whose behaviour causes disturbance to the rest of the class.
- The Director has the authority for HKU SPACE in matters of a disciplinary nature such as the conduct of examinations, plagiarism and unacceptable behaviour in class.

8.2 Prevention of Bribery Ordinance

The School, as part of the University of Hong Kong as a public body, is under the governance of the Prevention of Bribery Ordinance. Every member of the School, including its students, staff, teachers, whether on a full-time or part-time basis, should be acquainted with this Ordinance.

Please refer to the summary of the Ordinance in Appendix H.
8.3 Disciplinary Regulations and Actions

In relation to general regulations and discipline, the School follows the University Regulations. Please visit www.hku.hk for details. Students shall also note that there are regulations for each programme that are contained in their own Programme Handbook. For programmes with overseas partner institutions the disciplinary regulations of those institutions also apply.

The School may take disciplinary action against a student who commits any of the disciplinary offences or who violates any other rules, regulations or policies established by the School, including but not limited to the School’s General Regulations and the following:

a. an offence for which the student has been convicted in any court of law;

b. assault or battery against the person of any officer, member, employee or student of the School;

c. defamation of any officer, member, employee or student of the School;

d. wilful damage to or defacement of any property of any officer, member, employee or student of the School;

e. wilful damage to or defacement of any property of the School or of approved halls and other accommodation approved for the residence of students, or use or occupation of the same otherwise than in accordance with the rules or other provision made therefore by the appropriate School authority;

f. theft, fraud, misapplication of School funds or property of any kind;

g. an offence in connection with degree, diploma, or certificate examinations, including violation of any of the regulations governing conduct at examinations, plagiarism or otherwise;

h. falsification or serious misuse of School documents or records or both, including (without prejudice to the generality of the foregoing) certificates in connection with degrees and other academic distinctions;

i. false pretences, misrepresentation, fraud or impersonation of others, within or without the School, in connection with academic attainments or financial awards, or otherwise in connection with the School;

j. refusal or failure to comply with any order of the Director or, if he is not available, a Deputy Director, prohibiting any conduct which he has reasonable cause to believe is likely:

   (i) to disrupt teaching, study, research or the administration of the School; or
   (ii) to obstruct any officer or employee of the School in the performance of his duties;

k. refusal or failure to attend upon or comply with any summons before or order of or decision made by the Disciplinary and Appeals Committee or by the Director in exercise of his disciplinary powers;

l. refusal or failure to comply with any order of any officer or teacher prohibiting conduct which he is reasonably satisfied -

   (i) is disrupting teaching, study, research or the administration of the School;
or
(ii) is obstructing any officer or employee of the School in the performance of his duties;

m. maliciously and without reasonable cause laying a complaint against any officer member, or employee of the School;

n. ragging; without prejudice to the generality of the term, "ragging" shall include conduct intended:
   (i) to humiliate another student or hold him up to ridicule; or
   (ii) to interfere with the peaceable enjoyment by another student of his privileges, benefits, rights or facilities.

The action may take the form of any of the following penalties in accordance with the nature and gravity of the offence:

a. Oral or written warning, reprimand;

b. Payment for the repair or replacement of damaged College / School/ University property;

c. Suspension of all academic or other privileges, benefits, rights or facilities; or

d. Discontinuation of studies.

The above penalties imposed on a student shall form part of the student’s official record and may be included in the transcript of his / her academic record. If the offence involves a breach of the law of the HKSAR, the School may report the matter to the Police.

The Procedures for handling disciplinary matters and the Terms of Reference of the Disciplinary and Appeals Committee are attached in Appendix D.

8.4 Appeals, Grievances and Complaints

A student appeal may file to be considered as a result of Board of Examiners’ decisions which may, for example, result in a recommendation to discontinue. A student may appeal such decisions, that is, on the consequence of examination results not on the results themselves.

A student may also lodge an appeal to the School on a decision reached by a Head of the Unit or Programme Leader or other senior members of the School, other than a decision to convene a hearing of the Disciplinary and Appeals Committee.

Any appeals or grievances should be written within one month of such a decision and be directed to the Head of the Academic Unit where the case does not concern himself or to the Deputy Director (Academic Services) where the case concerns the Head of the Unit.

A student needs to identify himself properly. An anonymous appeal shall not be dealt with.
On receipt of an appeal, the Head of the Unit, in consultation with the Deputy Director (Academic Services), shall decide if the appeals have merit. If the appeal is accepted, a meeting of the Panel shall be arranged.

Please refer to the Appendix D for further information on the terms of reference for the Panel. Please also refer to the section on Student-School Communication: Comments, Complaints and Compliments (Section 11).
Student Handbook

Section 9

Financial Matters
Section 9 Financial Matters

9.1 Payments of Fees

9.1.1 Fees

Application Fees

Application fees may be levied for award-bearing and/or some non-award bearing programmes in which a selection process is required. For award-bearing and/or some non-award bearing programmes (including Executive programmes), the application fee should be set within the standard scheme, i.e. HK$150, HK$200 or HK$300, which is non-refundable.

Tuition Fees

- The Tuition fee for each programme is given in the Prospectus or School website.
- Payment methods vary from programme to programme, depending on the programme structure and the agreement with partner institutions for partnership programmes.
- The Prospectus and School website contain full details about the payment methods available.

Additional Costs

In addition to the published fees there may be additional costs associated with individual programmes. Please refer to the relevant programme brochures or direct any enquiries to the relevant programme staff for details.

Other Fees

<table>
<thead>
<tr>
<th>Item</th>
<th>(Non-refundable)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Application for Receipt for Fee Payment</td>
<td>$30</td>
</tr>
<tr>
<td>Application for Replacement of Statement of Attendance / Achievement</td>
<td>$30</td>
</tr>
<tr>
<td>Application for Transcript</td>
<td>$50</td>
</tr>
<tr>
<td>Application for Replacement of Certificates</td>
<td>$700 (first certificate) $100 (for other certificates under the same name)</td>
</tr>
<tr>
<td>Application for Replacement of Lifelong Learner Card</td>
<td>$50</td>
</tr>
</tbody>
</table>
Application for Programme Transfer $120
Request for Checking the Calculation of Examination Marks $200

All fees listed are subject to change from time to time.

9.1.2 Refund Policy

All fees paid are not refundable except under very exceptional circumstances, subject to the School's discretion. Variations regarding refund policies may occur in the case of programmes offered by partner institutions. Please contact the relevant programme staff for details.

9.2 Financial Assistance

9.2.1 Continuing Education Fund (CEF)

The Continuing Education Fund (CEF) of the HKSAR Government supports eligible applicants to achieve sector-specific competencies in the areas of Financial Services, Business Services, Logistics, Tourism, Design, Creative Industries, and Language. 80% of tuition fees, subject to a maximum sum of $10,000, can be reimbursed on successful completion of an approved course.

Reimbursements may be made in respect of more than one approved course, subject to the maximum ceiling of $10,000 per applicant not being exceeded. The Government stipulates that to be eligible for reimbursements, students who enrolled in an approved course on or after 1 February 2008 be required to attend at least 70% of the course, and achieve at least a 50% passing mark in the overall assessment.

Eligible applicants

Persons who

- are Hong Kong residents aged from 18 to 65 at the time of application and on seeking reimbursement of their fees;
- have enrolled in and paid for the tuition fee for a course on the reimbursable course list before the course commences;
- have not obtained any other publicly-funded financial assistance for the same course, module or unit of study credits.

When to Apply

Applicants should submit their applications as soon as they have enrolled in, and have paid for, the first course for which reimbursement of fees is to be made, and in any event, before the commencement of the course. Late applications will not be accepted by the Government.
The date of receipt of the application by the Office of the Continuing Education Fund (OCEF) will be taken as the date of application.

How to Apply

CEF application forms can be obtained from any HKU SPACE Learning Centres, District Offices, the Office of the Continuing Education Fund or downloaded from http://www.sfaa.gov.hk/cef/. The completed form must first be certified at one of the designated HKU SPACE Learning Centres listed below. The certified application form, together with a photocopy of the applicant’s Hong Kong Identity Card, should be submitted in person or by post, before course commencement, to OCEF, Room 916, 9/F, Kwai Hing Government Offices, 166-174 Hing Fong Road, Kwai Chung, NT.

Enquiries

HKU SPACE Learning Centres designated to handle certification of CEF applications:

- HKU SPACE Headquarters
- Admiralty Learning Centre
- HKU SPACE Po Leung Kuk Community College (HPCC) Campus
- Fortress Tower Learning Centre
- Island East Campus
- Kowloon East Campus
- Kowloon West Campus

General enquiries about the CEF Scheme should be addressed to the OCEF (Tel: 3142-2777, a 24-hour manned enquiry hotline). For more specific enquiries such as course admission criteria and schedules, please use the enquiry number listed under individual course descriptions in the Prospectus that bear the CEF logo or refer to the School booklet containing the list of CEF reimbursable courses.

9.2.2 Extended Non-means Tested Loan Scheme (ENLS)

All HKU SPACE students may apply for the Extended Non-means Tested Loan Scheme (ENLS) administered by the Student Financial Assistance Agency (SFAA). The maximum financial assistance under the ENLS is equivalent to the total tuition fee payable to HKU SPACE in the relevant academic year, in any case should not exceed an aggregate of 12 months' tuition fee(s) payable. For enquiries please visit http://www.sfaa.gov.hk/eng/schemes/nlss.htm or contact SFAA at 2150-6223.

9.2.3 Deduction of Tax for Expenses of Self-education

Students may be eligible to apply for tax deduction in respect of programme fees if the course of study will gain or maintain a qualification for use in employment. From the financial year 2013/2014 onwards, the maximum tax deductible allowance is HK$80,000. Most of the HKU SPACE award-bearing programmes fall into this category. To apply, students should follow the instructions when completing their
9.3 Learning Incentives

9.3.1 Third Age Learners Series

To encourage lifelong learning for Third Age learners, the School offers a special series of programmes comprising over 100 courses in the subject areas of Chinese Medicine, Nutrition, Natural Health Products, Arts and Design, Performing Arts, Languages, Culture, Philosophy, and Social Sciences. Some of these courses are from existing programmes whilst others are newly developed for Third Age learners. These wide-ranging, multifaceted areas aim to provide personal and intellectual enrichment for Third Age learners to enhance their quality of life. The School has launched a scheme especially for Third Age learners (age 50+) to enjoy a 20% fee discount for courses marked with the Third Age Learners Series logo. Please refer to the various subject areas for further details and enquiries. The number of discount places available in some programmes is subject to a quota.

9.3.2 Interest-free Instalment from HKU SPACE Mastercard

To further promote lifelong learning in the community, HKU SPACE has collaborated with the Bank of East Asia to introduce the HKU SPACE MasterCard. Cardholders can enjoy:

- 10-month interest-free instalments for payment of course fees at $2,000 or above, subject to credit limit of cardholder
- Continuous annual fee waivers
- Octopus Automatic Add-Value Service
- Earn 1 Bonus Point for each HK$1 in retail spending
- Earn Bonus Points by settling by a wide range of bills like public utilities, telecom services, insurance, education, management fees and more
- Instant cash advances services from all JETCO, VISA and MasterCard ATMs around the world
- Complete lost card protection
- Cyberbanking and Privileged Personal Banking Services, among others

Application forms are available at HKU SPACE enrolment centres or can be downloaded at the Bank of East Asia website www.hkbea.com. For enquiries, please call The Bank of East Asia Credit Card Customer Services Hotline at 3608 6628.

Other banks also offer education loans to students. Students may wish to check directly with the banks for details.

9.3.3 HKU SPACE Mileage Scheme for Learning (S-MILES)

HKU SPACE Mileage Scheme for Learning, or S-MILES in short, was an incentive scheme whereby learners can gain "mileage" points when they enrol in HKU SPACE
courses. Accumulated points can be used as discounts for future enrolment. The scheme has been discontinued but the School continues to honour points accumulated by the learners within the validity period. Please see Appendix I for details.

9.4 Scholarships and Awards

A number of scholarships and awards are made available to part-time students of the School to give recognition on their exceptional academic performance. The relevant programme teams will invite for applications from eligible students / inform the students of the award if their programme(s) do offer any scholarships and/or awards.

A list of scholarship for the 2013 / 14 academic year is attached in Appendix J.
Student Handbook

Section 10

Student Services and Facilities
Section 10  Student Services and Facilities

HKU SPACE has well-equipped Learning Centres conveniently located at different districts providing comprehensive learning support facilities for students and teachers.

10.1 Learning Centres

A list of the HKU SPACE Learning Centres is attached in Appendix K.

In addition to well-equipped classrooms for teaching delivery, each Learning Centre also provides Student Common Rooms and Cyberstations for students who may have a need for access to such facilities. A list of Student Common Rooms and Cyberstations can be found in:


10.2 Online Learning Facilities

10.2.1 Blended Learning Policy

The School has adopted a blended learning policy which combines traditional face-to-face classroom learning with at least a minimum level of e-learning support via the SOUL 2.0 platform. The aim is to make e-learning available to all learners of the School in award-bearing programmes. Besides, advanced e-learning features are available for some programmes to include more e-learning elements in course delivery.

10.2.2 Online Learning Management System: SOUL 2.0

An online learning management system is available to all registered HKU SPACE learners and instructors. Programme Leaders of individual programmes will design a combination of features to be made available to learners on their programmes.

All students can access SOUL 2.0 for communication and collaboration using email, the discussion forum and chat room.

Some programmes provide course materials, share online resources, make announcements and provide course schedules in SOUL 2.0. Programme Teams will notify students of the SOUL 2.0 service if the service is available for their programmes.

10.2.3 Learner Portal

HKU SPACE students are eligible to have access to web services dedicated to them. As an integral part of the School's strategy to enrich e-services for academic and administrative support, the HKU SPACE Learner Portal is developed to provide a user-friendly "one-stop" information portal for HKU SPACE active students as a tool for and a window to learning and to provide a gateway for learners to access on-line
10.3 Library Facilities

10.3.1 Library Access

HKU SPACE students may be issued with a HKU Libraries Borrower's Card or a Reader's Card according to course requirements. Please consult the relevant programme staff. Students with a HKU Libraries Borrower's Card are entitled to borrowing privileges as well as access to electronic library resources.

For more information, please go to http://www.lib.hku.hk/userinfo/student.html

10.3.2 Online Electronic Library Resources

In HKU SPACE, continuous efforts are made to improve student access to knowledge and information resources. HKU SPACE students with a valid HKU Libraries Borrower's Card can directly access web based electronic library resources at the HKU Libraries homepage. The list of available electronic resources is constantly expanding as the School, in association with the HKU Libraries, provides access to many databases to serve the diverse needs of adult learners pursuing continuing education in a wide range of disciplines.

For more information, please go to http://sunzi1.lib.hku.hk/ER/space

10.4 Computer Laboratories

To support teaching and learning activities, the School has set up 19 well-equipped computer laboratories at various premises. For further information, please refer to the School website at http://hkuspace.hku.hk/venues-and-facilities/computer-laboratories.
Student Handbook

Section 11

Student-School Communication: Comments, Complaints and Compliments
Section 11 Student-School Communication: Comments, Complaints and Compliments

11.1 Handbooks, Website, Learner Portal, SOUL Platform and Individual Notices

The contact information of the relevant Programme Leaders and programme staff should be available in the information pack distributed to the students after admission. Programme staff will regularly communicate with students on programme administration matters.

In addition, the following channels also serve as the means of communication between the School, programme staff and students:

- Student Handbook (via the Learner Portal)
- Programme Handbook (hard copy or soft copy via the Learner Portal or SOUL Platform)
- Learner Portal (http://learner.hkuspace.hku.hk)
- SOUL Platform (http://hkuspace.hku.hk/soul)

11.2 Email Account and Short Message Services (SMS)

The School generally communicates urgent notices to students via SMS and/or supplemented by email. These two channels are the official means of communication between the School and the students on the grounds of efficiency and effective communication. In cases of unexpected circumstances in class administration such as cancellation of classes, the School will send urgent messages via SMS, and supplement by other means such as email (if the need arises), to students for their immediate attention.

It is necessary for students to provide an up-to-date mobile phone number and email address to the School. If there is any change of students’ mobile phone or email address, they should update their contact details by logging in the Learner Portal or by filling in and submitting the Application Form for Personal Data Amendment to the School.

11.3 Programme-related Enquiry

If students have any questions about course registration, class schedules, course materials, assignment submission etc., they should contact the programme staff directly.

Alternatively, students may send their enquiry to enquiry@hkuspace.hku.hk. An Online Feedback Form for Students is also available in Learner Portal for student enquiries and feedback. The enquiry and/or feedback will be internally directed to the most relevant staff member.
11.4 Student Feedback: Comments, Complaints and Compliments

HKU SPACE views effective communication with students one of its top priorities. Feedback from students is highly valued and plays an important role in the process of monitoring as well as improving the quality of the programmes and services offered by the School.

There are various formal and informal means of communication for students to convey their comments, complaints and compliments to the School and to assist in the quality assurance process. All cases are handled in strict confidence and will not affect the students' assessment results in any way.

11.4.1 Programme Leader

The first point of contact on any comments, compliments or complaints about the study programme(s) of students or the School’s services in general is the Programme Leader of the study programme concerned. Students may write to the Programme Leader in the first instance. They may also express their views to the School’s enquiry email (enquiry@hkuspace.hku.hk).

11.4.2 Online Feedback Form for Students

Students are also welcome to convey their feedback to the Quality Assurance Team by completing the Online Feedback Form for Students, available in the Learner Portal ([https://learner.hkuspace.hku.hk](https://learner.hkuspace.hku.hk) > Contact Us > Online Feedback form for Students). To facilitate the handling of and response to the comments provided, students will be asked to provide their name, contact details and programme enrolled in the Form.

11.4.3 Learning Experience Survey

A Learning Experience Survey (LES) is normally conducted towards the end of each module taught in the programme. Students are invited to complete a questionnaire on various aspects, including module content, teaching effectiveness and on other aspects that students may wish to make.

Feedback is also collected by way of telephone surveys and class visits. Comments are conveyed to relevant staff in HKU SPACE for improvement of programme quality.

11.4.4 Survey on Support Services

To enhance quality of support services, the School has implemented the Survey on Support Services (SSS) starting from the 2010/11 academic year. SSS is conducted at all Learning Centres once a year for a week for both students and teachers of part-time award-bearing programmes and non-award bearing courses. The Survey allows a better focus for feedback on services (including facilities in the Learning Centre, Student Enquiry Services and IT Services).
11.4.5 Student Representation in Academic Committees, Programme Review and Staff-Student Consultative Committees

Students are represented in Academic Committees which concern themselves with the quality of both the programmes’ academic standard and the support services in the teaching and learning process. During the programme review process, the Programme Review Panel also meets student representatives to hear their comments on the programme for areas of improvement. Some programmes also set up a Staff-Student Consultative Committee to regularly solicit feedback from students.

11.4.6 Facilities and Services Feedback Form

In each classroom at the HKU SPACE Learning Centres, a Facilities and Services Feedback Form is provided for users to give feedback on the facilities in the classroom.

11.4.7 Handling of Complaints

When students are not satisfied with the findings or action taken by the relevant parties after communicating via the formal and informal channels stated above, a student may consider submitting a formal complaint in writing to the relevant Programme Leader. The School has proper internal procedures to handle such complaints. A copy of these procedures can be supplied upon request. In lodging complaint a student needs to identify himself properly. An anonymous appeal shall not be dealt with.
Student Handbook

Section 12

Equal Opportunity
Section 12 Equal Opportunity

The School, following the University’s spirit, is committed to creating, promoting and maintaining an environment for staff and students which provides equality of opportunity, which is free of any discrimination and harassment. It follows generally the University’s principle to support equal opportunity and oppose discrimination/harassment. It will take whatever action may be needed to prevent, and if necessary, discipline behaviour which violates this Policy.

While the University’s equal opportunity policy covers a range of broad areas in which the School observes, a more specific set of guidelines is developed for assisting students with disability.

12.1 Students with Disability

It is the School policy to offer equal opportunities to all applicants with or without disabilities. Students are invited to indicate if they require any special assistance upon the application to a programme. If a student needs such assistance, the School will approach the student subsequently to obtain further details so as to facilitate how best the School can help.

When enrolled in a programme, a student with a disability which may require special class and examination arrangements shall submit an application for such arrangements in writing to the Programme Leader, together with a certificate signed by a registered medical practitioner, or other relevant documents at the commencement of the programme.

In terms of special examination arrangements, HKU SPACE may consider support and provisions for students with disabilities as appropriate, for example:

(a) provision of an accessible examination hall to students with disabilities;
(b) allowing longer examination time for students with visual impairment or writing difficulties; and
(c) the use of special aids.
**Section 13  HKU SPACE Alumni**

HKU SPACE has enrolled a total of over 2 million students since its inception in 1956, and is currently accommodating student enrolments at the level of 85,000 annually (for full-time and part-time programmes). Over the years, the School has grown to be the pioneer and leading provider of continuing and professional education and life-long learning in Hong Kong with the largest pool of alumni which currently number over 170,000.

With such a conglomeration of experience and expertise, the HKU SPACE ALUMNI is expected to go from strength to strength by uniting all concerned towards the goal of fostering a culture of lifelong learning for Hong Kong.

**13.1 Vision**

The HKU SPACE ALUMNI is dedicated to the building of active and lifelong relationships amongst alumni members, and between the School and the ALUMNI, whilst contributing to promote adult education and lifestyle enrichment for the whole community.

**13.2 Mission**

1. To foster communications and networking amongst alumni members.
2. To support the School in promoting continuing education and lifestyle enrichment of the public.
3. To encourage and assist the School to widen its range of programmes suitable for those interested in third age studies and quality of life enhancement.
4. To mobilize the expertise of the alumni to provide opportunities for lifelong learning and career assistance.
5. To facilitate communication between the School and adult learners to better understand their needs and to contribute to the design of effective learning programmes.
6. To motivate the alumni to be more conscious of and be responsive to social responsibility issues in Hong Kong.

**13.3 Maintain Contact with the Alumni Family**

All students are encouraged to maintain contact with the HKU SPACE Alumni family. Since 2007, students have been automatically registered as alumni members. The Lifelong Learner Card, which serves as both the student card and the alumni membership card, is issued to every registered student and alumni. Students may, however, express their intention to be de-registered from the HKU SPACE ALUMNI by contacting the Alumni Affairs Office. Students may consider joining the ALUMNI as a Life Member for more prioritized connection and benefits. For details about the HKU SPACE Alumni and its benefits, please check the website at [http://alumni.hkuspaces.hku.hk](http://alumni.hkuspaces.hku.hk).